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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/824,811	04/15/2004	Yen-Fu Chen	AUS920031072US1	6690
45371 7590 09/24/2007 IBM CORPORATION (RUS) c/o Rudolf O Siegesmund Gordon & Rees, LLP 2100 Ross Avenue Suite 2800 DALLAS, TX 75201			EXAMINER BELANI, KISHIN G	
			ART UNIT 2143	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

10/824,811

Applicant(s)

CHEN ET AL.

Examiner

Kishin G. Belani

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 April 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-35 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-35 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 15 April 2004 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date 4/15/2004.
- ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- ☐ Notice of Informal Patent Application
- ☐ Other: _____.

DETAILED ACTION

Information Disclosure Statement

The information disclosure statement submitted on 04-15-2004 has been considered by the Examiner and made of record in the application file.

Specification

The disclosure is objected to because of the following informalities:

In paragraph 0001, lines 2 and 3; please fill in the Application Ser. No. and Attorney Docket Number fields.

Appropriate correction is required.

Claim Objections

Claim 11 is objected to because of the following informalities:

Applicant is advised that should claim 10 be found allowable, claim 11 will be objected to under 37 CFR 1.75 as being a substantial duplicate thereof. When two claims in an application are duplicates or else are so close in content that they both cover the same thing, despite a slight difference in wording, it is proper after allowing one claim to object to the other as being a substantial duplicate of the allowed claim. See MPEP § 706.03(k).

Claim 15 is objected to because of the following informalities:

Claim 15 is listed as depending on claim 12, however, the claim text suggests claim 15 may instead be dependent on claim 14. The examiner has interpreted claim 15 to depend on claim 14.

Claims 34 and 35 are objected to because of the following informalities:

Claims 34 and 35 refer to "The program product of claim 33", but claim 33 is a system claim, not a program product claim (claim 30 is a program product claim). The examiner has interpreted claims 34 and 35 to refer to "The system of claim 33".

Appropriate correction is required.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

Claim 21 recites the limitation "the search results" and "the user" in line 2. There is insufficient antecedent basis for this limitation in claim 21 or its independent claim 1.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

Claims 1-12, 30 and 33 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**.

Consider **claim 1**, Marston et al. show and disclose a method for automatically saving instant messaging transcripts to a searchable repository connected by the Internet to a plurality of computers (Abstract which discloses that a contents module stores data describing the content of each instant message and its sub-messages; Fig. 1 that shows contents module 130, saving the contents of an instant message session between two client applications 112A and 112B; paragraph 0010, lines 1-5 disclose the same details; paragraph 0018 that discloses a relational data store for saving message contents of an instant messaging system 100 (S-Mail); paragraphs 0019 and 0034 which disclose that the network links 124A-124B between the clients 112A-112B and the relational messaging system 110 utilize the Internet (TCP/IP) protocols, thereby disclosing clients 112A-112B connecting to the Internet) comprising:

specifying a topic (Fig. 2, current sub-message 16 that includes Subject, thereby disclosing a topic being specified; paragraph 0037 that lists "Subject" as a property of a Sub-message);

attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript (Fig. 2, current sub-message 16 to which a subject (topic) tag is attached corresponding to the topic to a segment of an instant messaging transcript); and

saving the segment to the searchable repository (Fig. 1, database module 114 that stores message contents 130; paragraph 0021, lines 1-5 disclose the same details).

However, Marston et al. do not disclose attaching a topic tag to a segment of an instant messaging transcript as a topic tag metadata.

In the same field of endeavor, Freedman et al. show and disclose using metadata XML tags (Fig. 1, interaction metadata 14; Fig. 3, Chat Meta data 26, paragraph 0038, lines 5-9 and lines 25-29 and paragraph 0044, lines 5-10 that disclose metadata associated with the corresponding content data).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to attach a topic tag corresponding to the topic to a segment of an instant messaging transcript, as taught by Freedman et al. in the method of Marston et al., so as to be able to associate message content with the corresponding metadata for subsequent web-based processing programs.

Consider **claim 2**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., further show and disclose the claimed method specifying an identifier and attaching the identifier to an instant message transcript as an identifier metadata (In Marston et al. reference, Fig. 2, Current Sub-message 16 that shows "Author" being specified as an identifier of the sub-message; paragraph 0037 that discloses "Author" as one of the property of a sub-message).

Consider **claim 3**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., further show and disclose the claimed method, comprising searching the repository for the topic tag and responsive to finding the topic tag, displaying the segment (Fig. 5, Submessages table with Subject field 7 as a topic tag; Fig. 2, History Submessage 18, showing the Body of the message being displayed

based on the selected Subject; paragraph 0041 that discloses a pointer to the location in the database of the current sub-message, when the S-Mail is received and viewed by the recipient, the system 110 retrieves the current message (using the pointer) from the database 114, and displays it).

Consider **claim 4**, and **as it applies to claim 2 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising scanning instant messaging transcripts in the repository for a segment with the identifier metadata, responsive to finding a segment with the identifier metadata, sending a notification to an addressee on an alert notification list (in Freedman et al. reference, paragraph 0014, that discloses using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the identifier metadata; the results of the search and analysis made by the analysis engine provide the user with the results; in Marston et al. reference, paragraphs 0055 and 0056 that disclose priority associated with each client, whereby an urgent S-Mail might result in the recipient receiving an immediate email or other alert notification; paragraph 0037 that lists "Author" identifier as one of the property of a sub-message).

Consider **claim 5**, and **as it applies to claim 2 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising scanning instant messaging transcripts in the repository for a segment with the identifier

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metadata, responsive to finding a segment with the identifier metadata, exporting the segment to a pre-designated addressee (in Freedman et al. reference, paragraph 0014, lines 32-36 that disclose using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the identifier metadata; the results of the search and analysis made by the analysis engine are used by or exported to the applications (requesting clients); in Marston et al. reference, paragraph 0037 that lists "Author" identifier as one of the property of a sub-message).

Consider **claim 6**, and **as it applies to claim 3 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising scanning instant messaging transcripts in the repository for a segment with the topic tag metadata; responsive to finding a segment with the topic tag metadata, sending a notification to an addressee on an alert notification list (in Freedman et al. reference, paragraph 0014, that discloses using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the topic tag metadata; the results of the search and analysis made by the analysis engine provide the user with the results; in Marston et al. reference, paragraphs 0055 and 0056 that disclose priority associated with each client, whereby an urgent S-Mail might result in the recipient receiving an immediate email or other alert notification; paragraph 0037 that lists "Subject" identifier as one of the property (topic tag) of a sub-message).

Consider **claim 7**, and **as it applies to claim 3 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising scanning instant messaging transcripts in the repository for a segment with the topic tag metadata, responsive to finding a segment with the topic tag metadata, exporting the segment to a pre-designated addressee (in Freedman et al. reference, paragraph 0014, lines 32-36 that disclose using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the topic tag metadata; the results of the search and analysis made by the analysis engine are used by or exported to the applications; in Marston et al. reference, paragraph 0037 that lists "Subject" identifier as one of the property (topic tag) of a sub-message).

Consider **claim 8**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, wherein the searchable repository is on a client computer (in Marston et al. reference, paragraph 0019, lines 9-14 and paragraph 0020, lines 1-4 which disclose that the relational messaging system may be implemented on a conventional computer system, thereby disclosing that the searchable repository can reside on a client computer).

Consider **claim 9**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, wherein the

searchable repository is on a server computer (in Marston et al. reference, paragraph 0019, lines 5-9 which disclose that the relational messaging system 110 may be implemented on a remote web server).

Consider **claims 10 and 11**, and **as they apply to claim 2 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, wherein the identifier comprises user characteristics (in Marston et al. reference, Fig. 2, Current Sub-message 16 that shows "Author" being specified as an identifier of the sub-message; paragraph 0037 that discloses "Author" as one of the property of a sub-message, thereby disclosing that the identifier comprises user characteristics; please refer to **claim objections section for claim 11** as being the **duplicate of claim 10**).

Consider **claim 12**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising specifying that all instant message transcripts will be saved and providing for an automatic saving of all instant messaging transcripts to the repository (in Marston et al. reference, paragraph 0022, lines 7-16 which disclose that the contents module 130 stores each sub-message as a discrete object that can be individually referenced, thereby providing for an automatic saving of all instant messaging transcripts to the repository).

Consider **claim 24**, Marston et al. show and disclose a method for storing a structured instant message transcript in a repository on a server computer connected to

the Internet (Abstract which discloses that a contents module stores data describing the content of each instant message and its sub-messages; Fig. 1 that shows contents module 130, saving the contents of an instant message session between two client applications 112A and 112B; paragraph 0010, lines 1-5 disclose the same details; paragraph 0018 that discloses a relational data store for saving message contents of an instant messaging system 100 (S-Mail); paragraphs 0019 and 0034 which disclose that the network links 124A-124B between the clients 112A-112B and the relational messaging system 110 utilize the Internet (TCP/IP) protocols, thereby disclosing clients 112A-112B connecting to the Internet; and that the messaging system 110 is installed on a remote web server); and

using a filter in a program on a remote computer, searching the repository for a metadata attached to a segment of the structured instant message (in Marston et al. reference, paragraphs 0084 and 0085 that disclose end-user (client) specified query (filter) on the data in the database 114 of Fig. 1, and the client folders containing the search results; the query using any of several properties such as author and subject of the instant message data in the database).

However, Marston et al. do not explicitly disclose attaching a topic tag to a segment of an instant messaging transcript as a topic tag metadata.

In the same field of endeavor, Freedman et al. show and disclose using metadata XML tags (Fig. 1, interaction metadata 14; Fig. 3, Chat Meta data 26, paragraph 0038, lines 5-9 and lines 25-29 and paragraph 0044, lines 5-10 that disclose metadata associated with the corresponding content data).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to attach metadata to a segment of the structured instant message, as taught by Freedman et al. in the method of Marston et al., so as to be able to associate message content with the corresponding metadata for subsequent web-based processing programs.

Consider **claim 25**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., further show and disclose the claimed method, comprising responsive to finding the metadata, displaying an instant message transcript segment corresponding to the topic tag (Fig. 5, Submessages table with Subject field 7 as a topic tag; Fig. 2, History Submessage 18, showing the Body of the message being displayed based on the selected Subject; paragraph 0041 that discloses a pointer to the location in the database of the current sub-message, when the S-Mail is received and viewed by the recipient, the system 110 retrieves the current message (using the pointer) from the database 114, and displays it).

Consider **claim 26**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising responsive to finding the metadata, sending a notification to an addressee on an alert notification list (in Freedman et al. reference, paragraph 0014, that discloses using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the identifier

metadata; the results of the search and analysis made by the analysis engine provide the user with the results; in Marston et al. reference, paragraphs 0055 and 0056 that disclose priority (indicative of being on an alert notification list) associated with each client, whereby an urgent S-Mail might result in the recipient receiving an immediate email or other alert notification; paragraph 0037 that lists "Author" identifier as one of the property of a sub-message).

Consider **claim 27**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising responsive to finding the metadata, exporting the segment to a pre-designated addressee (in Freedman et al. reference, paragraph 0014, lines 32-36 that disclose using interaction metadata associated with interaction information (chat messages) units in an interaction capture and storage component to find a segment with the identifier metadata; the results of the search and analysis made by the analysis engine are used by or exported to the applications (requesting clients); in Marston et al. reference, paragraph 0037 that lists "Author" identifier as one of the property of a sub-message).

Consider **claim 28**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., further disclose the claimed method, comprising specifying that instant message transcripts will be saved according to a selection criteria; and providing for an automatic saving of all instant messaging transcripts meeting the

criteria (in Marston et al. reference, paragraph 0022, lines 7-16 which disclose that the contents module 130 stores each sub-message as a discrete object that can be individually referenced, thereby providing for an automatic saving of all instant messaging transcripts to the repository).

Consider **claim 30**, Marston et al. disclose a program product operable on a computer comprising a computer-usable medium; wherein the computer usable medium comprises instructions for a computer to perform steps comprising: prompting a user to specify a topic (Claims 13-24; Fig. 2, current sub-message 16 that includes "Subject", thereby disclosing a topic being specified; paragraph 0037 that lists "Subject" as a property of a Sub-message); attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata (Fig. 2, current sub-message 16 to which a subject (topic) tag is attached corresponding to the topic to a segment of an instant messaging transcript); and saving the segment to the searchable repository connected to the computer-usable medium by the Internet (Fig. 1, database module 114 that stores message contents 130; paragraph 0021, lines 1-5 disclose the same details).

However, Marston et al. do not disclose attaching a topic tag to a segment of an instant messaging transcript as a topic tag metadata.

In the same field of endeavor, Freedman et al. show and disclose using metadata XML tags (Fig. 1, interaction metadata 14; Fig. 3, Chat Meta data 26,

paragraph 0038, lines 5-9 and lines 25-29 and paragraph 0044, lines 5-10 that disclose metadata associated with the corresponding content data).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to attach a topic tag corresponding to the topic to a segment of an instant messaging transcript, as taught by Freedman et al. in the program product of Marston et al., so as to be able to associate message content with the corresponding metadata for subsequent web-based processing programs.

Consider **claim 33**, Marston et al. show and disclose a system for saving instant message transcripts (Abstract which discloses that a contents module stores data describing the content of each instant message and its sub-messages; paragraphs 0017-0019 disclose the details of the system) comprising:

a first computer having a first memory and a first processor (paragraph 0020 which discloses that the relational messaging system 110 is implemented on one or more conventional computer (shown as control module 118 and client application interface 116) having processor and memory);

a second computer having a second memory and a second processor connected to the first computer (Fig. 1, client computers 112A and 112B connected to the control module 118 of messaging system 110 via the Internet links 124A and 124B; paragraph 0018, lines 6-9 that disclose 112A and 112B to be computers);

a repository connected to the first computer and the second computer (Fig. 1, contents module 130 acting as a repository connected to the first computer (control module 118)

and via the Internet links 124A and 124B to the second (112A and 112B client) computer);

a first instruction in the memory of the first computer to cause the processor to prompt a user to specify a topic for a chat (Fig. 2, current sub-message 16 that includes Subject, thereby disclosing a topic being specified; paragraph 0037 that lists "Subject" as a property of a Sub-message);

responsive to the user specifying a topic for the chat, a second instruction in the memory of the first computer to cause the processor to attach a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata (Fig. 2, current sub-message 16 to which a subject (topic) tag is attached corresponding to the topic to a segment of an instant messaging transcript);

a third instruction to save the segment to the searchable repository (Fig. 1, database module 114 that stores message contents 130; paragraph 0021, lines 1-5 disclose the same details).

However, Marston et al. do not disclose attaching a topic tag to a segment of an instant messaging transcript as a topic tag metadata.

In the same field of endeavor, Freedman et al. show and disclose using metadata XML tags (Fig. 1, interaction metadata 14; Fig. 3, Chat Meta data 26, paragraph 0038, lines 5-9 and lines 25-29 and paragraph 0044, lines 5-10 that disclose metadata associated with the corresponding content data).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to attach a topic tag corresponding to the topic to a

segment of an instant messaging transcript, as taught by Freedman et al. in the system of Marston et al., so as to be able to associate message content with the corresponding metadata for subsequent web-based processing programs.

Claim 13 is rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**, and further in view of **Robarts et al. (U.S. Patent Application Publication # 2006/0277474 A1)**.

Consider **claim 13**, and as it applies to **claim 1** above, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except specifying that instant message transcripts will be saved according to a selection criteria, and providing for an automatic saving of all instant messaging transcripts meeting the criteria.

In the same field of endeavor, Robarts et al. show and disclose specifying that instant message transcripts will be saved according to a selection criteria, and providing for an automatic saving of all instant messaging transcripts meeting the criteria (Fig. 3, Characterization Module 310, Filter 126 and Message 304; flowchart of Fig. 5, Filter blocks 504 and 506 and Store Message block 518; paragraph 0092 that disclose applying filter criteria to incoming message and then either presenting immediately to the user or saving them for later presentation).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to save incoming messages according to a selection criteria, and provide for an automatic saving of all instant messaging transcripts meeting the criteria, as taught by Robarts et al., in the method of Marston et al., as modified by Freedman et al., so as to selectively save the messages based on user's criteria, thereby reducing storage requirements to save all incoming messages.

Claims 14, 15 and 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**, and further in view of **Herf et al. (U.S. Patent Application Publication # 2005/0021624 A1)**.

Consider **claim 14**, and as it applies to **claim 1** above, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred.

In the same field of endeavor, Herf et al. disclose determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred (paragraph 0026, lines 1-6 which disclose that a "snapshot" of the state of the system may be taken when each comment is made (to detect whether a turn has occurred), and if the snapshot has changed substantially

since the previous line in the conversation, the change is indicated with a thumbnail representing the change (determining whether a topic shift has occurred); paragraph 0027, lines 6-10 and paragraph 0054 also disclose the same details).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to determine whether a turn has occurred, and responsive to determining whether a turn has occurred, determine whether a topic shift has occurred, as taught by Herf et al., in the method of Marston et al., as modified by Freedman et al., so as to mark different topics of discussion in order to later identify and understand which topics were discussed during the session.

Consider **claim 15**, and **as it applies to claim 14 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker.

In the same field of endeavor, Herf et al. disclose responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker (paragraph 0026, lines 1-6 which disclose that a "snapshot" of the state of the system may be taken when each comment is made, and if the snapshot has changed substantially since the previous line in the conversation, the change is indicated with a

thumbnail (new topic marker) representing the change; paragraph 0027, lines 6-10 and paragraph 0054 also disclose the same details).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker, as taught by Herf et al., in the method of Marston et al., as modified by Freedman et al., so as to mark different topics of discussion in order to later identify and understand which topics were discussed during the session.

Consider **claim 29**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred; responsive to determining that a topic shift has occurred, identifying a new metadata, and attaching the new metadata to a second segment.

In the same field of endeavor, Herf et al. disclose determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred (paragraph 0026, lines 1-6 which disclose that a "snapshot" of the state of the system may be taken when each comment is made (to detect whether a turn has occurred), and if the snapshot has changed substantially since the previous line in the conversation, the change is indicated with a thumbnail

representing the change (determining whether a topic shift has occurred); paragraph 0027, lines 6-10 and paragraph 0054 also disclose the same details); responsive to determining that a topic shift has occurred, identifying a new metadata, and attaching the new metadata to a second segment (paragraph 0026, lines 1-6 which disclose that a "snapshot" of the state of the system may be taken when each comment is made, and if the snapshot has changed substantially since the previous line in the conversation, the change is indicated with a thumbnail (new metadata) representing the change; paragraph 0027, lines 6-10 and paragraph 0054 also disclose the same details).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to determine whether a turn has occurred, responsive to determining whether a turn has occurred, determine whether a topic shift has occurred; and responsive to determining that a topic shift has occurred, identifying a new metadata and attaching the new metadata to a second segment, as taught by Herf et al., in the method of Marston et al., as modified by Freedman et al., so as to mark different topics of discussion in order to later identify and understand which topics were discussed during the session.

Claims 14, 15 and 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650**

A1), and further in view of Zhong (U.S. Patent Application Publication # 2005/0037739 A1).

Consider **claim 14**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred.

In the same field of endeavor, Zhong shows and discloses determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred (Fig. 4, Change Topic push button 62; Fig. 5, New Topic button 102; paragraph 0035, lines 12-16 which disclose a "change topic" button on a GUI interface 50 (Fig. 4) that allows a user to generate a text attribute (thereby marking a topic shift) within the context, at the time the button is pushed (a turn in topic is detected by the user).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to determine whether a turn has occurred, and responsive to determining whether a turn has occurred, determine whether a topic shift has occurred, as taught by Zhong, in the method of Marston et al., as modified by Freedman et al., so as to mark different topics of discussion in order to later identify and understand which topics were discussed during the session.

Consider **claim 15**, and **as it applies to claim 14 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker.

In the same field of endeavor, Zhong shows and discloses responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker (Fig. 5, New Topic button 102; paragraph 0037, lines 7-13 which disclose a "new topic" button on a GUI interface 76 (Fig. 5) that allows a user to generate a text attribute for a new topic within the context, at the time the button is pushed (a topic shift is detected by the user).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to responsive to determining that a topic shift has occurred, identifying a new topic, and attaching the new topic marker to a topic segment corresponding to the chat transcript following the new topic marker, as taught by Zhong, in the method of Marston et al., as modified by Freedman et al., so as to mark different topics of discussion in order to later identify and understand which topics were discussed during the session.

Consider **claim 29**, and **as it applies to claim 24 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except

determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred; responsive to determining that a topic shift has occurred, identifying a new metadata, and attaching the new metadata to a second segment.

In the same field of endeavor, Zhong disclose determining whether a turn has occurred, and responsive to determining whether a turn has occurred, determining whether a topic shift has occurred (Fig. 4, Change Topic push button 62; Fig. 5, New Topic button 102; paragraph 0035, lines 12-16 which disclose a "change topic" button on a GUI interface 50 (Fig. 4) that allows a user to generate a text attribute (thereby marking a topic shift) within the context, at the time the button is pushed (a turn in topic is detected by the user);

responsive to determining that a topic shift has occurred, identifying a new metadata, and attaching the new metadata to a second segment (Fig. 5, New Topic button 102; paragraph 0037, lines 7-13 which disclose a "new topic" button on a GUI interface 76 (Fig. 5) that allows a user to generate a text attribute for a new topic within the context, at the time the button is pushed (a topic shift is detected by the user).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to determine whether a turn has occurred, responsive to determining whether a turn has occurred, determine whether a topic shift has occurred; and responsive to determining that a topic shift has occurred, identifying a new metadata and attaching the new metadata to a second segment, as taught by Zhong, in the method of Marston et al., as modified by Freedman et al., so as to mark

different topics of discussion in order to later identify and understand which topics were discussed during the session.

Claims 16-19 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**, and further in view of **Stanford et al. (U.S. Patent Publication # 5,615,296)**.

Consider **claim 16**, and as it applies to **claim 1** above, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except displaying a prompt asking a user to identify a topic.

In the same field of endeavor, Stanford et al. disclose displaying a prompt asking a user to identify a topic (column 6, lines 13-17 that disclose a prompt followed by a list of topics being displayed for the user to select a topic from the list).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to display a prompt asking a user to identify a topic, as taught by Stanford et al., in the method of Marston et al., as modified by Freedman et al., so as to assist a user in starting a communication session.

Consider **claim 17**, and as it applies to **claim 1** above, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except displaying a list of available pre-designated topics for user selection.

In the same field of endeavor, Stanford et al. disclose displaying a list of available pre-designated topics for user selection (column 6, lines 13-17 that disclose a prompt followed by a list of topics being displayed for the user to select a topic from the list).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to display a list of available pre-designated topics for user selection, as taught by Stanford et al., in the method of Marston et al., as modified by Freedman et al., so as to assist a user in starting a communication session.

Consider **claim 18**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, distinguishing the topic tag.

In the same field of endeavor, Stanford et al. disclose presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, distinguishing the topic tag (column 6, lines 40-54 that disclose a computer assisted advice program for video tape rentals that presents a topic tag (video tape rentals) to a user for review, and then distinguishing the topic tag with different video types (western, comedy, action adventure, mystery, etc.).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to present a topic tag to a user for review, and responsive to the user reviewing the topic tag, distinguishing the topic tag, as taught by

Stanford et al., in the method of Marston et al., as modified by Freedman et al., so as to assist a user in making desired selection from a number of available options.

Consider **claim 19**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, accepting the topic tag.

In the same field of endeavor, Stanford et al. disclose presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, accepting the topic tag (column 6, lines 40-54 that disclose a computer assisted advice program for video tape rentals that presents a topic tag (video tape rentals) to a user for review, followed by a listing of different video types to choose from (western, comedy, action adventure, mystery, etc.), and then accepting user's selection of "Action Adventure".

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to present a topic tag to a user for review, and responsive to the user reviewing the topic tag, accept the topic tag, as taught by Stanford et al., in the method of Marston et al., as modified by Freedman et al., so as to assist a user in making desired selection from a number of available options.

Claim 20 is rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of

Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1), and further in view of Rapaport et al. (U.S. Patent Publication # 7,034,691 B1).

Consider **claim 20**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, and the user failing to distinguish the topic tag or to accept the topic tag, entering a default topic tag.

In the same field of endeavor, Stanford et al. disclose presenting a topic tag to a user for review, and responsive to the user reviewing the topic tag, and the user failing to distinguish the topic tag or to accept the topic tag, entering a default topic tag (column 25, lines 36-39 which disclose that each topic attribute may further include one or more default topic prompt specification.

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to present a topic tag to a user for review, and responsive to the user reviewing the topic tag, and the user failing to distinguish the topic tag or to accept the topic tag, enter a default topic tag, as taught by Rapaport et al., in the method of Marston et al., as modified by Freedman et al., so as to assist a user in making initial topic selection.

Claim 21 is rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of

Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1), and further in view of Briere (U.S. Patent Application Publication # 2006/0074727 A1).

Consider **claim 21**, and as it applies to **claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except displaying the search results to the user, and obtaining a feedback regarding the search from the user.

In the same field of endeavor, Briere discloses displaying the search results to the user, and obtaining a feedback regarding the search from the user (paragraphs 0084 and 0085 that disclose searching various databases using query parameters provided by a user and presenting search results to the user using tabs on a display screen; paragraph 0155 which discloses that reports are generated based on user feedback and information requirements.

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to display the search results to the user, and obtaining a feedback regarding the search from the user, as taught by Briere in the method of Marston et al., as modified by Freedman et al., so as to provide users the information they are looking for.

Claims 22, 31 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710**

A1), in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**, and further in view of **Khosla et al. (U.S. Patent Publication # 7,177,817 B1)**.

Consider **claim 22**, and **as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except wherein the steps of specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer.

In the same field of endeavor, Khosla et al. disclose a method wherein the steps of specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer (column 6, lines 32-35 which disclose that subject tags are used to directly access a topic and that they can be manually entered or automatically generated).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide a method for specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer, as taught by Khosla et al., in the method of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Consider **claim 31**, and **as it applies to claim 30 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed program product, except

wherein the step of prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium.

In the same field of endeavor, Khosla et al. disclose a program product wherein the step of prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium (claims 16-18; column 6, lines 32-35 which disclose that subject tags are used to directly access a topic and that they can be manually entered or automatically generated).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide a program product for prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium, as taught by Khosla et al., in the program product of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Consider **claim 34**, and **as it applies to claim 33 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed system, except wherein the

first instruction is replaced with a fourth instruction for prompting the user to select an automatic process, and responsive to the user selecting an automatic process, a fifth instruction to cause the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment.

In the same field of endeavor, Khosla et al. disclose a system with instructions for prompting the user to select an automatic process, and responsive to the user selecting an automatic process, and causing the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment (column 6, lines 32-35 which disclose that subject tags are used to directly access a topic and that they can be manually entered or automatically generated).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to prompt the user to select an automatic process, and responsive to the user selecting an automatic process, to cause the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment, as taught by Khosla et al., in the system of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Claims 22, 31 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650**

A1), and further in view of Delcambre et al. (U.S. Patent Application Publication # 2002/0059566 A1).

Consider **claim 22, and as it applies to claim 1 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except wherein the steps of specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer.

In the same field of endeavor, Delcambre et al. disclose a method wherein the steps of specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer (paragraph 0085 that discloses the steps of mapping a topic instance construct in the topic map model to an element type in an XML DTD with an attribute type = "name" in an example topic instance XML tag <topic name = "Van Gogh" /> being performed automatically by a computer).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide a method for specifying a topic and attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata, are performed automatically by a computer, as taught by Delcambre et al., in the method of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Consider **claim 31**, and **as it applies to claim 30 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed program product, except wherein the step of prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium.

In the same field of endeavor, Delcambre et al. disclose a program product wherein the step of prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium (claims 21-40; paragraph 0085 that discloses the steps of mapping a topic instance construct in the topic map model to an element type in an XML DTD with an attribute type = "name" in an example topic instance XML tag <topic name = "Van Gogh" /> being performed automatically by a computer).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide a program product for prompting a user to specify a topic is replaced with selecting an automatic process so that the step of attaching a topic tag corresponding to the topic to a segment of an instant messaging transcript as a topic tag metadata is performed automatically by the computer following instructions from the computer-usable medium, as taught by Delcambre et al., in the

program product of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Consider **claim 34**, and **as it applies to claim 33 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed system, except wherein the first instruction is replaced with a fourth instruction for prompting the user to select an automatic process, and responsive to the user selecting an automatic process, a fifth instruction to cause the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment.

In the same field of endeavor, Delcambre et al. disclose a system with instructions to cause the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment (paragraph 0085 that discloses the steps of mapping a topic instance construct in the topic map model to an element type in an XML DTD with an attribute type = "name" in an example topic instance XML tag <topic name = "Van Gogh" /> being performed automatically by a computer).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide instructions to cause the processor to automatically create a topic tag metadata and attach the topic tag metadata to an instant messaging transcript segment, as taught by Delcambre et al., in the system of Marston et al., as modified by Freedman et al., so as to provide users automated means for tagging the instant message content.

Claims 23, 32 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Marston et al. (US Patent Application Publication # 2004/0260710 A1)**, in view of **Freedman et al. (U.S. Patent Application Publication # 2004/0249650 A1)**, and further in view of **Kraft et al. (U.S. Patent Application Publication # 2002/0188777 A1)**.

Consider **claim 23**, and as it applies to **claim 1** above, Marston et al., as modified by Freedman et al., show and disclose the claimed method, except wherein the step of specifying a topic may take place retrospectively after completion of an instant messaging transcript.

In the same field of endeavor, Kraft et al. disclose a method wherein the step of specifying a topic may take place retrospectively after completion of an instant messaging transcript (paragraph 0090, lines 18-29 that discloses a chat room surveying technique that does not specify a topic at the start of the survey, instead simply posting questions in various chat rooms and collecting participants' responses; later formatting (including assigning topic) and delivering the survey results to the survey initiator).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to retrospectively specify a topic after completion of an instant messaging transcript, as taught by Kraft et al., in the method of Marston et al., as modified by Freedman et al., so as to receive unbiased responses from the participants in an instant message session.

Consider **claim 32**, and **as it applies to claim 30 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed program product, except wherein the step of prompting the user to specify a topic is replaced with the step of selecting retrospective identification of a topic, and responsive to selecting retrospective identification of a topic, retrospectively identifying a topic upon completion of an instant messaging transcript.

In the same field of endeavor, Kraft et al. disclose a program product wherein the step of prompting the user to specify a topic is replaced with the step of selecting retrospective identification of a topic, and responsive to selecting retrospective identification of a topic, retrospectively identifying a topic upon completion of an instant messaging transcript (claims 31-37; paragraph 0090, lines 18-29 that discloses a chat room surveying technique that does not specify a topic at the start of the survey, instead simply posting questions in various chat rooms and collecting participants' responses; later formatting (including assigning topic) and delivering the survey results to the survey initiator).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to retrospectively specify a topic after completion of an instant messaging transcript, as taught by Kraft et al., in the program product of Marston et al., as modified by Freedman et al., so as to receive unbiased responses from the participants in an instant message session.

Consider **claim 35**, and **as it applies to claim 33 above**, Marston et al., as modified by Freedman et al., show and disclose the claimed system, except wherein the first instruction is replaced with a sixth instruction to prompt the user to select retrospective identification of a topic, and responsive to the user selecting retrospective identification of a topic, a seventh instruction to prompt the user to retrospectively identify a topic upon completion of an instant messaging transcript segment.

In the same field of endeavor, Kraft et al. disclose a system wherein the first instruction is replaced with a sixth instruction to prompt the user to select retrospective identification of a topic, and responsive to the user selecting retrospective identification of a topic, a seventh instruction to prompt the user to retrospectively identify a topic upon completion of an instant messaging transcript segment (paragraph 0090, lines 18-29 that discloses a chat room surveying technique wherein the surveyor does not specify a topic at the start of the survey, instead simply posting questions in various chat rooms and collecting participants' responses; then later formatting (including assigning topic) and delivering the survey results to the survey initiator).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to retrospectively specify a topic after completion of an instant messaging transcript, as taught by Kraft et al., in the program product of Marston et al., as modified by Freedman et al., so as to receive unbiased responses from the participants in an instant message session.

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Conclusion

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Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Kishin G. Belani whose telephone number is (571) 270-1768. The Examiner can normally be reached on Monday-Thursday from 6:30 am to 5:00 pm.

If attempts to reach the Examiner by telephone are unsuccessful, the Examiner's supervisor, David Wiley can be reached on (571) 272-3923. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300.

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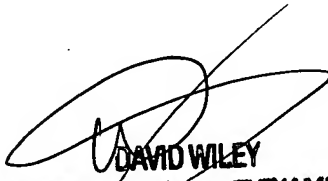
have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free) or 703-305-3028.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist/customer service whose telephone number is (571) 272-0800.

Kishin G. Belani

K.G.B./kgb

September 12, 2007


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